

POSITION DESCRIPTION

Development and Database Operations Manager

POSITION TITLE	Development and Database Operations Manager
REPORTS TO	Chief Operating Officer (COO)
STATUS	Full-time, exempt

About CaringMatters

Since 1989, CaringMatters has provided compassionate support to people facing serious illness, caregiving, loss, and grief. Based in Gaithersburg, MD, we help individuals and families find comfort and connection through social, emotional, and practical support.

Position Summary

This new position will be instrumental in developing and maintaining all databases that will support CM's objectives to increase fund-raised revenue, enhance relationships with donors, and assess our progress in serving program participants. The position will be the system's primary owner and administrator to lead CaringMatters' transition from its legacy database for donors, volunteers and client/patients to Bloomerang. They will be responsible for establishing standards, procedures, and training needed to ensure reliable, useful data. The initial work will focus on the donor portion of the database. The position will also support several tasks related to successful grant proposals.

The ideal candidate will have multiple years of experience in nonprofit development and hands on experience in managing databases that accomplish the above objectives, especially CRM. They would be highly organized, detail-oriented, collaborative, and comfortable in taking ownership of complex systems and projects.

Responsibilities

Database Transition and Management (Primary Responsibility)

- Lead CaringMatters' transition to Bloomerang, coordinating with staff, volunteers, the vendor, and outside consultants.
- Oversee data mapping, validation, cleanup, and quality assurance, resolving issues that affect data integrity.
- Serve as Bloomerang's primary administrator, including system configuration, user access, and ongoing maintenance.
- Establish and maintain data-entry standards and standard operating procedures for constituent records, gift processing, acknowledgments, reporting, and cleanup.
- Train staff and volunteers and serve as the primary internal resource for database questions and best practices.
- Regularly audit and improve data quality, including duplicate, incomplete, and inconsistent records.
- Create reports, dashboards, queries, lists, and exports, and recommend ways donor data can support fundraising strategy and performance tracking.

Grant Support

- Partner with the Grants Specialist to research funding opportunities and prepare grant applications, letters of inquiry, renewals, and reports.
- Develop and maintain a system containing grant records and deadlines, including submissions, awards, restrictions, reporting requirements, and funder correspondence.

Event and Other Development Responsibilities

- Process and record donations, pledges, sponsorships, in-kind contributions, and other charitable revenue, and manage timely acknowledgments and pledge reminders.
- Support donor stewardship, appeals, Annual Sponsorships, the Pam Hard Legacy Circle, and other campaigns, ensuring communications, commitments, and follow-up are documented in Bloomerang.
- Provide database and administrative support for signature fundraising events and collaborate with the Chief Communications Officer and other staff on fundraising communications, and support other development priorities as assigned.

Qualifications

- Bachelor's degree or an equivalent combination of education and relevant experience.
- At least three years of experience in nonprofit development, fundraising operations, donor relations, database management, or a related role.
- Hands-on experience managing a donor database or CRM; experience with a conversion, migration, or significant data-cleanup project is a plus. Bloomerang experience also a plus.
- Experience with gift processing, donor acknowledgments, reporting, data standards, and written procedures.
- Ability to train and support staff and volunteers with varying levels of database experience.
- Exceptional organization, attention to detail, follow-through, and ability to manage competing priorities.
- Experience with grant research, writing, and reporting, and with fundraising event support, is preferred.
- Ability to maintain confidentiality and a commitment to CaringMatters' mission and values.

Salary and Benefits

- Annual salary of \$60,000–\$70,000, depending on experience.
- Benefits include health insurance, a retirement plan with agency match, and long-term disability insurance.
- Professional development opportunities and a warm, flexible, and empowering work environment.
- Hybrid work arrangement, with a minimum of 60% of work time in the office.

To Apply

To apply, please send your resume and tailored cover letter about why you would be the best fit for the role to caring@caringsmatters.org and put **Development and Database Operations Manager – Your Name** in the subject line. Resumes that are submitted without a cover letter will not be reviewed. No phone calls, please.